

VA TREATMENT

VA's Home-Based Primary Care services improve terminally ill patients' quality of life.

VA's National Formulary, a list of prescription and over the counter drugs, and expendable supplies, available at VA medical facilities, is a model which *"...private benefit managers would do well to emulate."*

Dr. Jonathan Sunshine, Federal Practioner, 11-00

No other health care provider is as involved in the full continuum of care for spinal cord injury patients as VA.

"When I look down the list of accomplishments of various centers... I just rejoice"

Christopher Reeve, actor and director

A study finds no difference in mortality between VA and Medicare heart attack patients, suggesting a similar quality of care.

Dr. Laura A. Petersen et al, New England Journal of Medicine, 12-28-00

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VA exceeds both teaching and non-teaching hospitals in providing medication therapies for patients with heart problems.

For certain patients, aspirin, beta-blockers and ACE inhibitors reduce the risk of death or complications

Treatment	VA	Teaching Hospitals	Non-Teaching Hospitals
ASPIRIN	100%	92%	82%
BETA BLOCKERS	98%	50%	38%
ACE INHIBITORS	92%	65%	58%

*Allison JJ et al, JAMA, 9-13-00

"VA Hospitals Rate High in Heart Attack Care"

The Associated Press, reprinted in the Washington Post, 12-28-00

VA TREATMENT

VA emphasizes comprehensive, annual foot assessments as part of treatment for diabetic patients.

Over 2/3 of lower extremity amputations occur in diabetic patients

Annual foot examinations have increased substantially since 1995

Over a two-year period, ending in 1999, amputation rates decreased by 12%

In year 2000, 87% of patients with an abnormal exam finding were referred to a foot specialist

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VA SATISFACTION

VA's satisfaction score for health care services on the American Customer Satisfaction Index is again better than the private sector satisfaction score for goods and services. VA scores for Loyalty and Customer Service continue to be very high.

Over the past four years, the rate of problems reported by outpatients on VA's National Outpatient Satisfaction Survey has decreased by 23%.

In VA's most recent survey, over 80% of patients report they left their ambulatory care appointments feeling they had discussed all of their concerns with their provider

Almost 70% of outpatients reported they were involved in decisions about their care as much as they wanted to be

VA HEALTHY COMMUNITIES

VA has the mission to assist veterans and their communities during natural, manmade, and/or technological emergencies.

VA provided volunteers to supply health care and medical support during catastrophic events including Hurricane Andrew in Florida, the Northridge Earthquake in California, the Oklahoma City Bombing, Hurricane Marilyn in the Virgin Islands and Puerto Rico, and the Minnesota/North Dakota floods

VA

QUALITY CHECKS
2ND EDITION